

What is Claimed is:

1. A system for providing a telephone caller response and option selection, comprising:

an interface system for providing to a telephone caller
5 a visual representation of a hierarchy of one or more menus,
each menu having at least one option for selection, the
interface system further employable to disconnect from the
caller and to reconnect to the caller at a later point in
time;

10 a caller phone employable to select at least one option
from the visual representation of a hierarchy of menus
provided by the telephone interface system;

a caller computer employable to receive the visual
representation of a hierarchy of menus from the interface
15 system; and

a caller monitor employable to display the visual
representation of a hierarchy of menus.

2. The system of Claim 1, wherein the interface
20 system is configured to disconnect from the caller and to
contact the caller at a later time if a provider computer
interaction request queue exceeds a specified threshold.

3. The system of Claim 2, wherein the interface
25 system is configured to disconnect from the caller and to
contact the caller at a later time if the caller so
indicates.

4. The system of Claim 1, further comprising a caller
30 computer input device employable to respond to the display
of the hierarchy of menus.

5. The system of Claim 4, wherein the caller computer input device comprises a keyboard.

6. The system of Claim 4, wherein the caller input
5 device comprises a mouse.

7. The system of Claim 1, further comprising a local call router interposed between the caller computer and the interface system.

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8. The system of Claim 6, wherein the local call router is employable to route calls configured for the visual presentation of the hierarchy of menus.

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9. The system of Claim 7, wherein the local call router is employable to route calls configured for the oral presentation of the hierarchy of menus.

10. The system of Claim 1, further comprising a
20 printer coupled to the caller computer.

11. The system of Claim 1, wherein the caller phone, the caller monitor and the caller computer are integrated into one unit.

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12. The system of Claim 1, wherein the representation of the visual hierarchical menu structure comprises a computer file.

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13. The system of Claim 1, wherein the caller computer is employable to modify the presentation of the visual hierarchical menu structure.

14. The system of Claim 1, wherein the caller computer is employable to perform a selective refresh upon the visual hierarchical menu structure.

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15. The system of Claim 1, wherein the caller computer is employable to associate a called number with a visual hierarchical menu structure.

10 16. The system of Claim 1, wherein the interface system comprises a provider computer.

17. A method of telephonic communication, comprising:
transmitting an interaction request;

15 if the interaction request is placed in an interaction request queue of a provider computer, determining whether to disconnect from the originator of the interaction request and to further contact the originator of the interaction request when the interaction request is in a queue of less
20 than a threshold count;

determining whether the interaction request is a visual or non-visual interaction request;

if the request is a visual interaction request, responding to the visual interaction request; and

25 if the request is a visual interaction request, transmitting a representation of a hierarchy of menus.

18. The method of Claim 17, further comprising a determination by the provider computer as to whether the
30 caller is to be telephoned at a later time instead of waiting in the interaction request queue of the provider computer.

19. The method of Claim 17, further comprising a determination by a caller as to whether the caller is to be telephoned at a later time instead of waiting in the interaction request queue of the provider computer.

20. The method of Claim 19, wherein to be telephoned at a later time further comprises a time window.

21. The method of Claim 17, further comprising responding to the representation of the hierarchy of menus by the caller.

22. The method of Claim 17, wherein the step of transmitting an interaction request is transmitted by the caller computer.

23. The method of Claim 17, wherein the step of transmitting an interaction request is transmitted by the caller.

24. The method of Claim 17, wherein transmitting a representation of a hierarchy of menus further comprises transmitting text and graphics.

25. A provider system for employment with transmitting a visual hierarchy of menus, comprising:

a local call router, configured to determine whether a call is a request for a visual interaction or a request for non-visual interaction;

a provider computer, configured to transmit a representation of a requested visual hierarchy of menus and

further configured to disconnect the call and to reconnect to the originator of the call at a later time if a wait time for the call within an interaction request queue of the provider system exceeds a specified threshold; and

- 5 a non-visual interaction provider, configured to transmit a requested non-visual representation of a hierarchy of menus.

26. A caller system for employment in requesting and
10 receiving a visual hierarchy of menus from a provider computer, comprising:

 a caller source, configured to request either a visual interaction or a non-visual interaction, and further configured to request a call back from the provider computer
15 if the request of the visual interaction or non-visual interaction is stored in an interaction request queue at the provider computer, and that queue exceeds a threshold;

 a caller computer, configured to receive the representation of the visual hierarchy of menus; and

20 a caller monitor, employable to display the visual hierarchy of menus.

27. The caller system of Claim 26, further comprising a means for selecting an option within the visual hierarchy
25 of menus.

28. The caller system of Claim 26, wherein the visual interaction employs a visual hierarchy of menus.

30 29. The caller system of Claim 26, wherein the caller source comprises a caller phone.

30. A system for providing caller response and option selection, comprising:

an interface system for providing to a caller both an oral and a visual representation of a hierarchy of one or more menus, each menu having at least one option for selection, the interface system further configured to call the caller or a designated other person back at a later time if an interaction request queue time for a request of a visual or oral representation of a hierarchy of one or more menus exceed a specified threshold;

a display device for rendering to the telephone caller the visual representation of the hierarchy of menus; and

a caller response device employable to select at least one option in response to either the oral or the visual representation of a hierarchy of menus provided by the interface system.

31. The system of Claim 30, wherein the response device comprises a telephone.

32. A system for returning a call, comprising:

a provider computer configured to disconnect from a caller when a call is stored within an interaction request queue of the provider computer for at least a specified length of time, the provider computer further configured to reconnect to the caller after a period of time elapses.

33. The system of Claim 32, wherein the provider computer is further configured to generate indicia for a caller as to an approximated time that the provider computer will reconnect to the caller.

34. The system of Claim 32, wherein the provider computer is further configured to generate indicia for a caller as to a time window in which the provider computer will reconnect to the caller.

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35. The system of Claim 32, wherein the provider computer is further configured to place the interaction request into a service queue.

10 36. A method of returning a call, comprising:
receiving an interaction request at a provider computer;
determining a wait time for when the interaction request can be serviced;
15 if the interaction request can not be serviced during a given time threshold:
sending the wait time to the originator of the interaction request;
disconnecting the originator of the interaction request and the provider computer;
20 reconnecting to the originator of the interaction request and the provider computer at a later time; and
responding to the interaction request at the later time.

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37. The method of Claim 36, further comprising putting the interaction request into a service queue.

38. The method of Claim 37, further comprising putting the
30 interaction request into a callback queue.